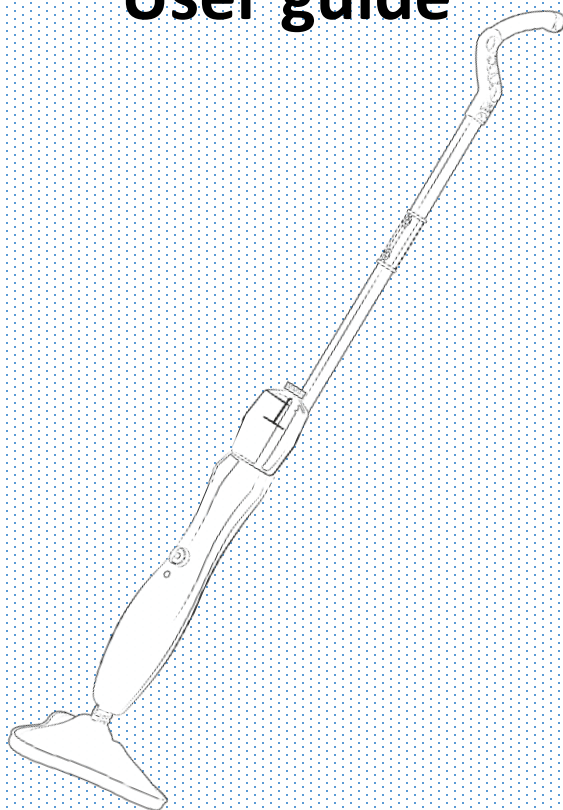




Steam Mop User guide



Model No: HSM2001

For Customer Services & Spare Parts please call **0845 209 7461**
Opening times: Monday - Friday 8am – 6pm & Saturday 9am – 1pm
Or visit us at www.productcareuk.com

**IMPORTANT:
RETAIN FOR FUTURE REFERENCE**



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Thank you for purchasing your Holme Steam Mop.

With a three corner mop head for flexible cleaning and an ergonomic handle for comfort, cleaning your floors has never been so easy.

What’s more, you can rest assured in the knowledge that the detergent free sanitisation kills most known household germs whilst also being good for the environment.

To get the best from your new cleaner, take a few moments to read these instructions, and keep them in a safe place for future reference.

Should you require any further assistance, our friendly Product Care team will be happy to help.

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Safety instructions

**IMPORTANT SAFETY
INSTRUCTIONS**
READ CAREFULLY AND KEEP
FOR FUTURE REFERENCE

WARNING:

It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to electrical parts.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

**This product is intended for household use only.
Do not use outdoors.**

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge IF they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children less than 8 years.

- Do not operate this appliance for anything other than its intended use. This product is intended for household use only. Do not use outdoors.**
- Do not immerse in water or other liquids for cleaning.**



Safety instructions

- Do not direct steam at people, animals, electrical outlets, or equipment containing electrical components.
- Unplug from power outlet when not in use. Do not leave steam mop unattended while plugged in.
- Do not use with damaged cord or plug.
- Do not use steam mop if it has been dropped, damaged, left outdoors or dropped into water.
- Keep the steam mop away from water; do not allow it to get wet. If unit is wet, do not plug unit into wall socket or turn unit on.
- Do not handle steam mop with wet hands.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, or expose cord to heated surfaces.
- Do not unplug by pulling on cord.
- To protect against electrical shock do not immerse cord, plug, or appliance in water or other liquid.
- Unplug from the mains outlet when not in use, before putting on and taking off parts, and before cleaning.
- The use of accessory attachments not recommended by the appliance manufacturer may cause fire, electric shock or injury. Only use the accessories supplied by the manufacturer.
- Do not let the cord hang over the edge of the worktop, or touch hot surfaces.
- Never remove parts from the appliance such as the screws and so on.



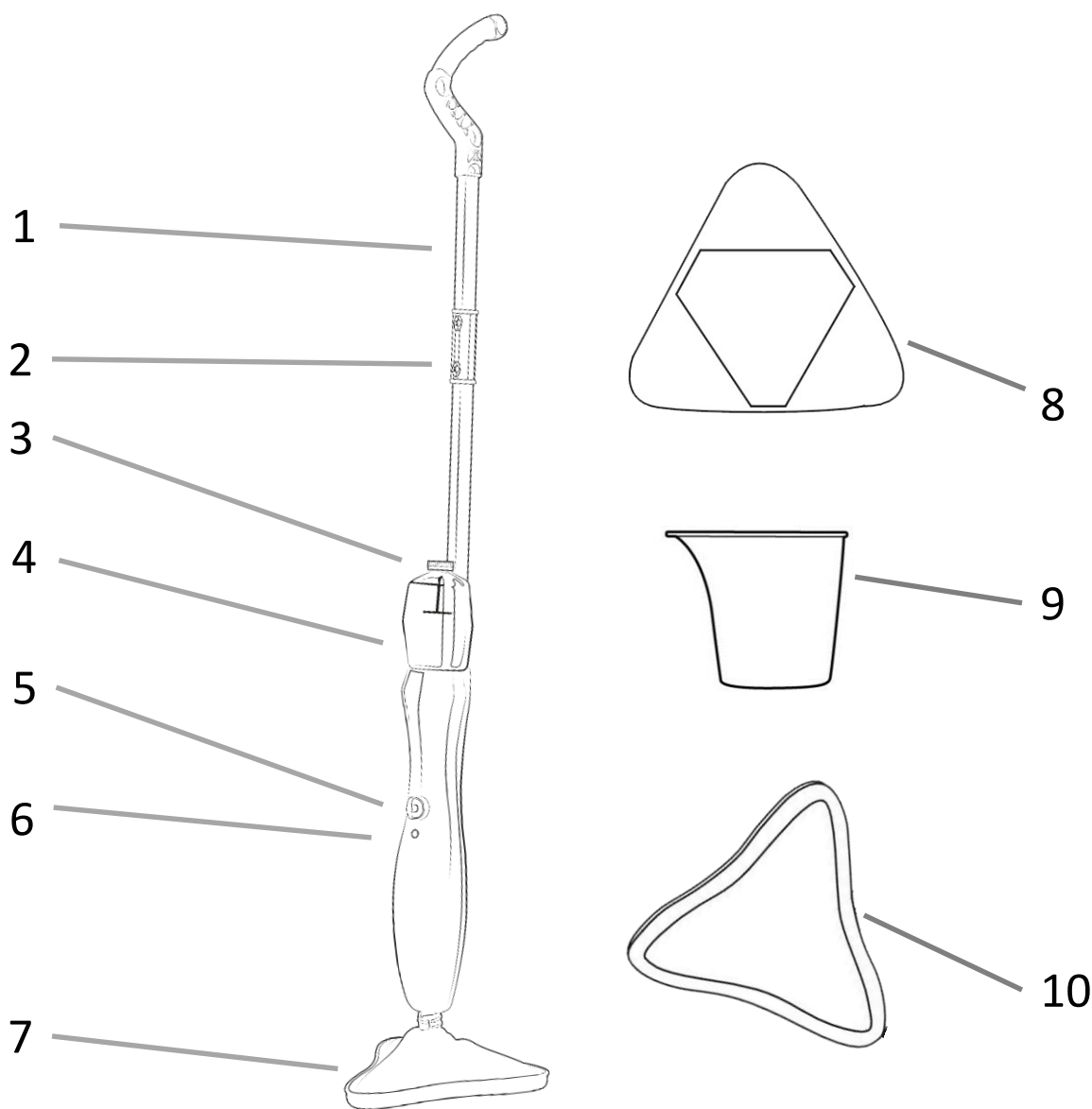
Safety instructions

- The filling aperture must not be opened during use.
- Do not use appliance in an enclosed space filled with vapor given off by oil-based paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
- Do not immerse unit in water or other liquids.
- Never put descaling, aromatic or alcoholic products into the steam mop, as this may damage the unit.
- Close attention is necessary when used near children.
- Do not store with a wet mop pad still attached.
- Using distilled or demineralized water will maximize the performance of your steam mop.
- Use extra care when cleaning on stairs.
- **WARNING: Detergent MUST NOT be used on carpets.**
- Do not use steam for space heating purposes; household use only.
- Use on waxed or some unwaxed floors may diminish glossiness. Do not use on unsealed wood floors. Test in an inconspicuous area or check the care instructions from your flooring manufacturer.

Symbol IEC 60417-5597 (2002-10) is used on the unit to indicate that this unit operates with hot water vapour (steam). To avoid scalding and burns take extra care when in use.



Steam mop feature diagram



- | | | | |
|---|------------------|----|-----------------------|
| 1 | Upper handle | 6 | Power indicator light |
| 2 | Handle connector | 7 | Mop head |
| 3 | Water tank cap | 8 | Mop pad |
| 4 | Water tank | 9 | Filler cup |
| 5 | Steam dial | 10 | Carpet glider |



Steam mop assembly

Before using your steam mop:

Remove all packaging and lay out the separate components.

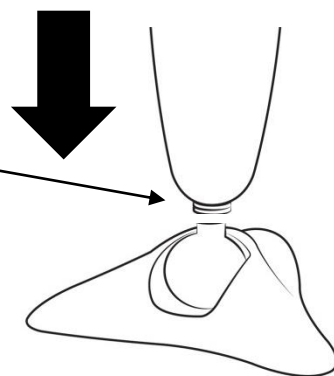
Check the steam mop after unpacking for any visual damage such as:

- Misaligned or damaged parts
- Damage to the main body and separate components
- Damage to the plug or cable.

If you can see any damage do not use the steam mop and refer to page 16.

Align the plastic rib, located near the nozzle on the main body, with the groove on the plastic swivel head.

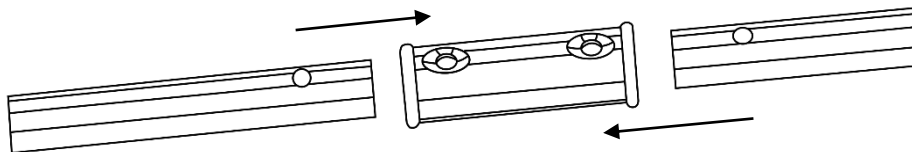
Gently push the main body and nozzle into the swivel head. In the swivel head, there is a small hole. Ensure the small black clip on the main body slightly protrudes through the hole to secure.



Handle Assembly

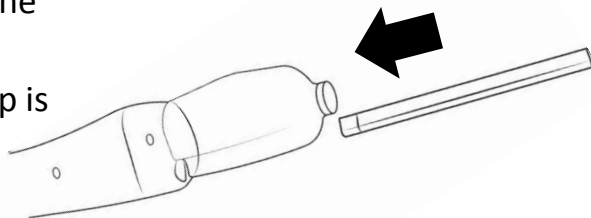
Insert the upper handle into the handle connector. You may need to push the pin inwards slightly. Insert the lower handle into the other side of the handle connector, as per the diagram below.

Ensure that it is fully secure, so that the pins protrude through the holes in the connector.



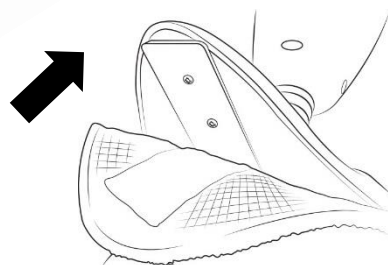
Insert the assembled handle into the slot of the main body behind the water tank, as per the diagram below.

Ensure it is fully pushed in, so the black clip is visible in the main body.



Attach the mop pad, aligning the velcro with the base of the mop head.

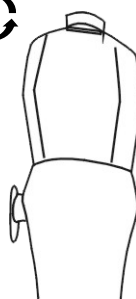
Note: Do not use the steam mop without the mop pad correctly fitted.



Using: Filling the water tank

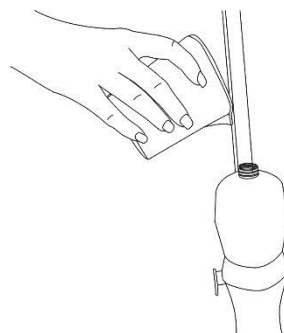
Unscrew the cap of the water tank, turning anti-clockwise and removing.

Note: Before filling the tank, ensure that the steam dial is in the 'close' position.



Fill the filler cup with 250ml water and pour into the water tank, being careful not to spill any liquid.

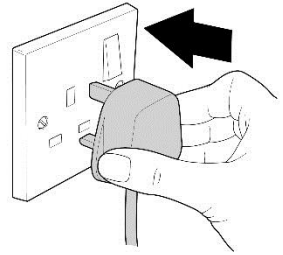
Fill the tank to the maximum fill line.



Using your steam mop

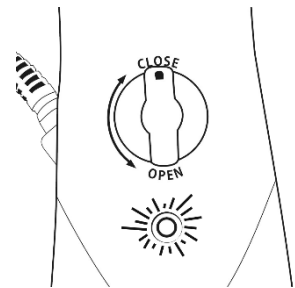
Note: Fully vacuum and sweep the floors prior to using the steam mop.

Release the power cord, plug the steam mop into a mains socket and switch the power on.



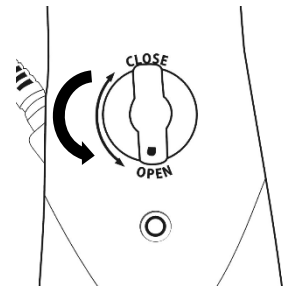
When the steam mop is plugged in, the indicator light will illuminate.

After 60 seconds, the mop is ready to use.



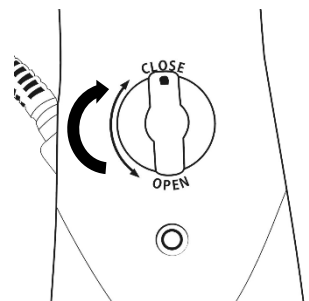
Turn the steam dial 180° in an anti-clockwise direction from the 'close' to the 'open' position.

Note: Be careful not to force the dial further than the position in which it stops.



In the upright position, the mop will not steam.
Tilt the steam mop backwards, approximately 45°, and it will begin to steam.

Note: When using the steam mop, do not leave it over a particular area for more than 30 seconds. This could cause damage.

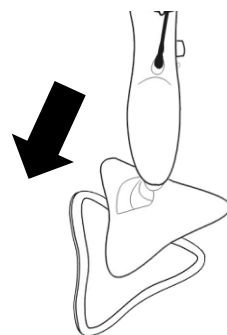


Using your steam mop

If you wish to steam clean hard floors, continue to use the mop pad.

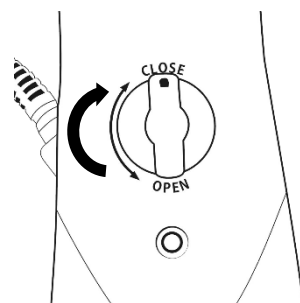
If you wish to steam clean carpets, add the plastic carpet glider to the mop pad by gently sitting the mop head in it.

Note: The steam cleaner does not clip into the carpet glider.



When the mop stops emitting steam, turn the steam dial to the close position and fill up the tank as per the instructions on page 8.

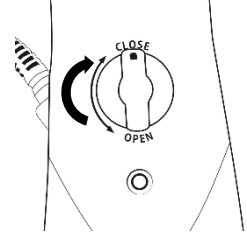
If you have a break or rest from steaming, let the steam mop stand vertically and turn the steam dial 180° clockwise to the 'close' position.



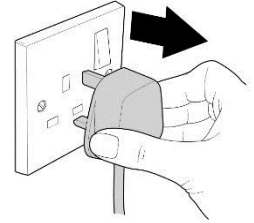
Storing your steam mop

After use, turn the steam dial 180° clockwise from the 'open' to the 'close' position.

Note: Be careful not to force the dial further than the position in which it stops.

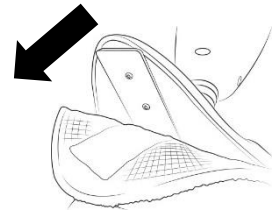


Switch the power off at the plug socket and remove the plug.

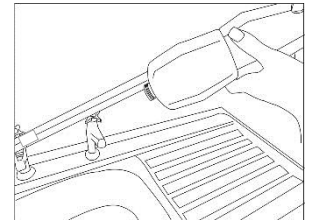


Allow the mop pad to fully cool and then carefully remove from the mop head.

Note: Do not install or remove the mop pad while steam is emitting.

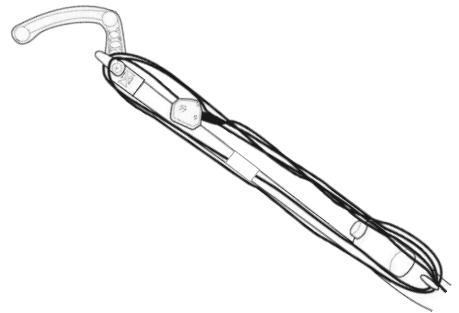


Empty any remaining water from the water tank before storing.



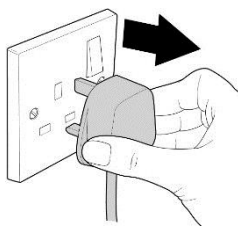
Wrap the power cord around the upper and lower cord hooks.

Store upright in a protected, dry area or hang by the handle.



Cleaning and care

Before you clean the appliance, disconnect the mains plug from the wall socket.



To clean the exterior of the device, use a damp, soft cloth and mild detergent.

NEVER IMMERSE THE STEAM MOP IN WATER.

When wiping off the main body, do not allow moisture in the area around the indicator light.

Wash non-electrical accessories in warm soapy water and allow to dry thoroughly before next use.

If the steam mop is damaged, contact the customer service helpline – refer to page 16.

Care of your microfibre cleaning pads

Wash pads in warm water, no more than 40 degrees.

Wash separately. Do not use fabric softener and do not tumble dry. Dry on a line.

Should there be any loose threads on the microfibre pad, carefully cut the threads with scissors.

Do not try to pull any threads or cut any threads at the base.

We're here should you need us.

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or visit us at www.productcareuk.com



Problem solving

PROBLEM	POSSIBLE PROBLEM	POSSIBLE SOLUTION
<i>Trouble assembling steam mop</i>	1. Difficult to attach mop head.	1. The main body of the product can be pushed down into the nozzle of the mop head. Ensure the groove is aligned correctly with the body. Refer to page 7 of the instruction manual provided.
	2. Difficult to assemble handle.	2. Insert the tube with the blue handle on the end into the handle connector. Insert the remaining tube into the other side of the handle connector. You may need to push in the clips on the tubes to insert them. Ensure the clips protrude through the holes in the connector. Once this has been assembled, push it down into the slot on the main body located on the back of the steam mop until secure. Refer to page 8 of the instruction manual provided
	3. Difficult to attach mop pad.	3. Lay the mop pad on the floor and lift the steam mop head, placing onto the pad. Make sure the microfibre side of the pad is on the floor and attach the mop to the other side.
	4. Difficult to attach carpet glider.	4. Lift the mop and place the head into the side of the carpet glider that has space for the mop head. The mop head rests in the glider and does not click into place.
<i>Filling/Emptying water tank</i>	1. Difficult to fill water tank.	1. Ensure that the steam dial is in the “close” position. Unscrew the cap on the water tank in an anticlockwise direction and remove. Be careful not to lose this. Put 250ml of water into the filler cup provided and transfer this into the water tank on the main body of the steam mop. Replace the cap on the water tank and turn clockwise to secure. Note: Do not use detergents in the steam mop, this may cause damage.
	2. Difficult to empty water tank.	2. Unplug the steam mop. Unscrew the cap of the water tank, turning anticlockwise and remove. Lift the steam mop over a sink and carefully tip any contents of the tank down the sink. Replace the cap onto the water tank.
<i>Reduced steam/no steam is coming out</i>	1. Water tank may not be filled.	1. Make sure the water tank is filled. Refer to page 8 of the instruction manual provided.
	2. The unit may not be plugged in properly/the fuse or breaker may not be working.	2. Verify the unit is plugged into an approved electrical outlet and that the fuse or breaker is functioning properly. Ensure you have waited 60 seconds for the water to heat up.
	3. Steam dial is set to “close”.	3. Check that the steam dial is set to “open”. Also, the product needs to be tilted for use.



Problem solving

PROBLEM	POSSIBLE PROBLEM	POSSIBLE SOLUTION
<i>The indicator light is not working</i>	1. The unit may not be plugged in properly/the fuse or breaker may not be working.	1. Verify the unit is plugged securely into an approved electrical outlet and that the fuse or breaker is functioning properly.
<i>There is a peculiar smell coming from the unit</i>	1. First time using product.	1. If this is the first time you are using the mop, continue using the product. The smell may be due to new parts being heated up for the first time.
	2. This is not the first time the product has been used.	2. Discontinue use if problem persists and contact Customer Services using the details on the next page.
<i>There is a ‘clicking/bubbling/rattle’ noise coming from the steam mop when in use</i>		1. This is a normal occurrence due to the construction of the product and its operational functionality.
<i>The mop pad is not picking up dirt</i>	1. The mop pad is saturated and needs washing.	1. Wash the mop pad, following cleaning and care instructions on page 11 of the instruction manual provided.
<i>Parts have broken/need replacing</i>	1. Either the water tank cap, mop pad, carpet glider, filler cup, handle or handle connector have broken or been lost.	1. Call customer services or visit the website detailed at the bottom of this page.
	2. None of the above have broken but another part has.	2. Discontinue use and contact customer services using the details on the bottom of this page.
<i>I have lost the instruction manual provided</i>	1. The instruction manual has been lost or misplaced.	1. It is important to have a copy of the instruction manual. Visit www.productcareuk.com or contact customer services using the details provided on the bottom of this page.

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Guarantee

This product is guaranteed for 12 months from the date of the original purchase. If any defect arises due to faulty materials or workmanship the faulty product must be returned to the place of purchase.

Refund or replacement is at the discretion of the retailer.

The following conditions apply:

- The product must be returned to the retailer with the original proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide and any other instructions for use which has been supplied.
- It must be used for domestic purposes only and for its intended use.
- This guarantee does not cover wear and tear, damage, misuse or consumable parts.

This does not affect your statutory rights.



Customer support

Attach your receipt to this page for proof of purchase.

We're here should you need us

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0845 209 7461

Opening times: Monday - Friday 8am – 6pm &

Saturday 9am – 1pm

or visit us at **www.productcareuk.com**

Produced for:
G2S Limited
Unit 12 Lodge Bank
Industrial Estate
Horwich
England
BL6 5HY

Disposal information



This symbol is known as the 'Crossed-out wheellie bin Symbol'. When this symbol is marked on a product/batteries, it means that the product/batteries should not be disposed of with your general household waste.

Only discard electrical/electronic/battery items in separate collection schemes, which cater for the recovery and recycling of materials contained within. Your co-operation is vital to make sure the success of these schemes and for the protection of the environment. For your nearest disposal facility, visit www.recycle-more.co.uk or ask in store for details.

We reserve the right due to possible changes to design to alter the instruction manual without prior notice.



Spare parts

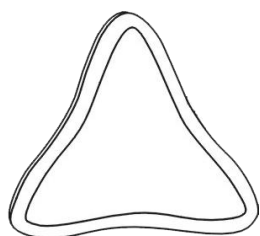
The following spare parts are available to purchase online or by calling Product Care.

Visit us at www.productcareuk.com

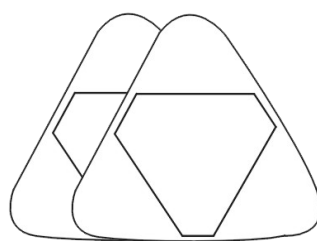
Or call **0845 209 7461**

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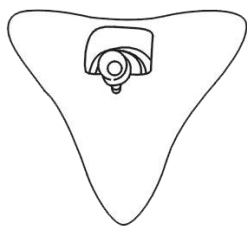
Carpet Glider



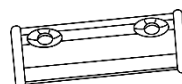
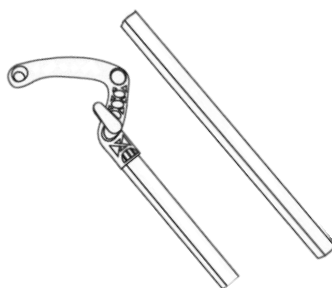
Mop pads



Mop head



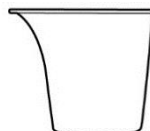
**Handle/
Handle connector**



Water tank lid



Filler cup



Connection to the mains supply

WARNING- THIS APPLIANCE MUST BE EARTHED

This appliance is designed to operate from a mains supply of AC230V - 240V ~ 50/60HZ.

Check that the voltage marked on the product corresponds with your supply voltage.

This product is fitted with a 13A plug complying with BS1363.
If this plug is unsuitable or needs to be replaced, please note the following:

Important: The wires in the mains lead are coloured in accordance with the following code:

GREEN/YELLOW-EARTH
BLUE-NEUTRAL
BROWN-LIVE



DANGER
Electric
Shock Risk



Connection to the mains supply

For UK use only – Plug fitting details (where applicable):

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

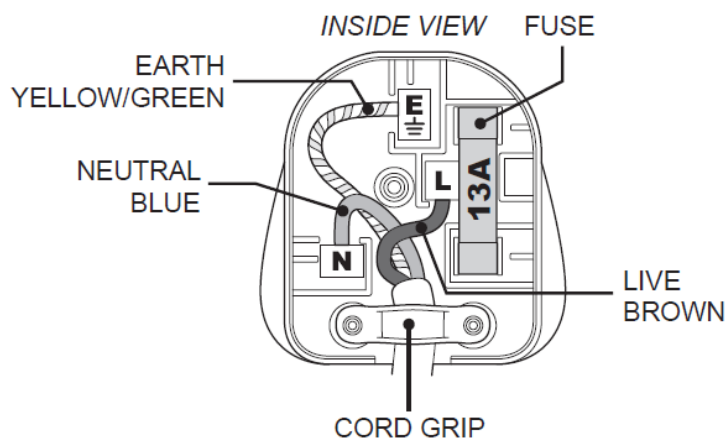
The GREEN/YELLOW wire is the EARTH and must be connected to the terminal which is marked with the letter E or by the earth symbol or coloured GREEN or GREEN/YELLOW.

The BLUE wire is the NEUTRAL and must be connected to the terminal marked with the letter N or coloured BLACK.

The BROWN wire is the LIVE wire and must be connected to the terminal marked with the letter L or coloured RED.

Always ensure that the plug cord grip is fastened correctly.

If a 13A (BS1363) fused plug is used it must be fitted with a 13amp fuse conforming to BS1362 and be BSI or ASTA approved.



Model number: HSM2001

R2

